

USER'S MANUAL
MASSAGE CHAIR
JL10009

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION. PLEASE READ AND KEEP FOR FUTURE REFERENCE.

Please give us a chance to make it right and do better!

Contact our friendly customer service department for help first.

Replacements for missing or damaged parts will be shipped ASAP!

Follow Costway



Contact Us!

Do NOT return this item.

Contact our friendly customer service department for help first.



Before You Start

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Separate and count all parts and hardware.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.
- ⚠ Always place the product on a flat, steady and stable surface.
- ⚠ Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.

Thanks for purchasing this product. Please read this manual instruction carefully in order to know how to use this product correctly before operation. Please pay more attention to some important safety warning and keep this manual book properly for future use.

Note: Our Company reserves the right to revise the design and description of this product without any further notice. Please refer to the actual color of this product.

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Safety and maintenance

1. Important Safety Warnings

- Do not allow children to touch any movable part of this product.
- Use the well-grounded power supply unit suitable for this product.
- Pull out the plug after use or before cleaning to avoid any physical injury or damage to the product.
- Operate this product as instructed in this manual.
- Do not use any parts or accessories which are not recommended.
- Do not use this product outdoors.
- Please read the Operation Instructions carefully before operation.
- Never use this product for any other purpose not listed herein.
- 20 minutes of usage each time is recommended.
- Do not use this product if the leather is broken or damaged.
- Do not use this product if the cover or leather is broken or damaged.
- Do not use this product if the radiator hole is covered or blocked.
- Do not drop anything into this product.
- Never fall asleep while using this product.
- Do not use this product if you are drunk or feel unwell.
- Do not use this product within one hour after a meal.
- Do not use this product with excessive force to avoid any injury.

2. Operating Environment

- Do not use this product in a very moist environment such as the bathroom.
- Stop using this product immediately when the ambient temperature changes sharply.

- Do not use this product in any heavily-dusty or caustic environment.
- Do not use this product in a small space or a place without good ventilation.

3. The following populations should not use this product

- Patients with osteoporosis.
- Patients with heart disease or wearing electronic medical devices such as a pacemaker.
- People who have a fever.
- Pregnant women or women on their menstrual period.
- Patients who are injured or have a skin disease.
- When unsupervised, any children are under the age of 14 and those unconscious are not allowed to use this product.
- People who are told by their physicians to have rest or who feel unwell.
- People whose bodies are wet are forbidden to use this product.
- This product has a hot surface. Persons insensitive to heat must pay attention when using this product.

4. Safety Precautions

- Check whether voltage is consistent with the specification of this product.
 - Never insert or pull out the plug with a wet hand.
 - Do not let water flow into this product to avoid electric shock or cause damage to this product.
 - Do not pull the power cord when plugging or unplugging it.
- Rough handling is forbidden.
- Do not damage the wire or modify the circuit of this product.
 - Do not clean live parts of this product with a wet cloth such as a power switch and plug.
 - Be away from this product in case of power failure to avoid any injury if power is restored suddenly.

- Stop using this product at once while it works abnormal, and consult your local supplier.
- Stop using this product if you feel unwell, and consult your health care practitioner.
- This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of this product by the personnel responsible for their safety. Children should be supervised to ensure that they do not play with this product.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified staff in order to avoid hazards.

5. Product Service and Maintenance

- This product should be maintained by the service center designated by the manufacturer only. No user should disassemble or maintain it without permission.
- Do not forget to turn off the main power switch after usage.
- Do not use this product if the power socket becomes loose.
- If this product will be left unused for a long period of time, it is necessary to roll up the power cord of this product and store this product in a dry and dust-free environment.
- Do not store this product at a high temperature or near open flame. Avoid prolonged exposure to direct sunshine.
- Please clean this product with dry cloth. Never use thinner, benzene or alcohol.
- The mechanical components of this product are specially designed and manufactured, so no special maintenance is needed.
- Do not use a sharp object to stab at this product.

- Do not roll or pull this product on any uneven ground. Instead, it should be lifted before moving.
- Please use this product intermittently. Do not keep it working continuously for a long period of time.

6. Solutions to Ordinary Malfunctions

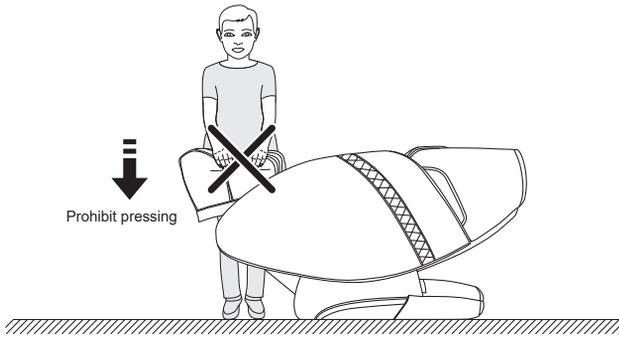
- If the motor sounds during operation of this product, this is the normal operation sound.
- If the controller cannot work normally, check whether the plug and the power socket are connected reliably, and whether the power switch is turned on.
- If the rated working time is over, this product will automatically activate the power-off key; If this product keeps operating for a long period of time, the temperature protector will stop this product automatically. The product can be used again after half an hour.

Use safety warning



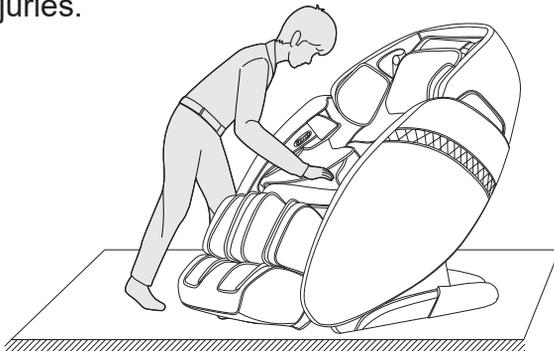
Warning

·When the footrest lifting, people should not apply pressure on the footrest to avoid the massage chair falling forward to damage the product or cause personal injuries.



Warning

·Before sitting on the massage chair, Please make sure the massage hand cannot place in the seat position, so as to avoid the massage hand to damage the product or cause personal buttocks injuries.

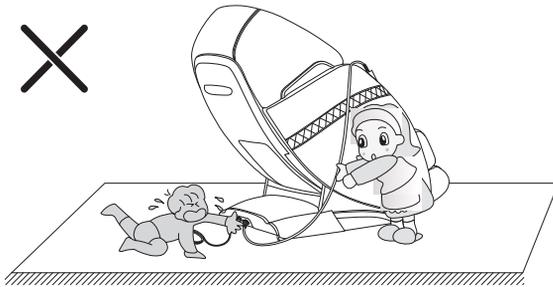


Use safety warning



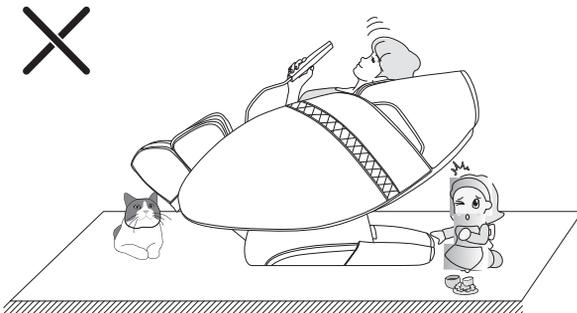
Warning

·Do not strive to pull out the control cable or power cord during standby or power on-state to avoid product damaged or electrocution accidents. Advise you unplug the controller cable and power cord and put away after you use the chair.

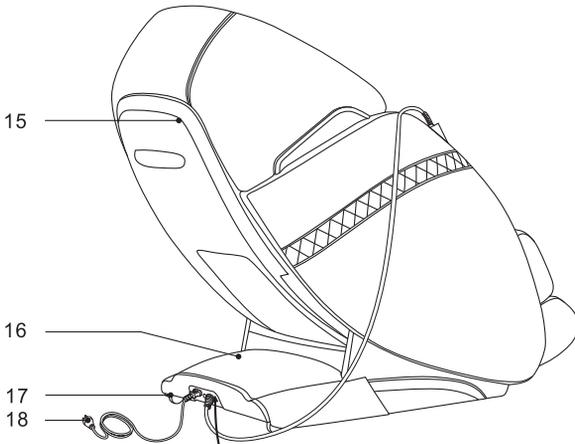
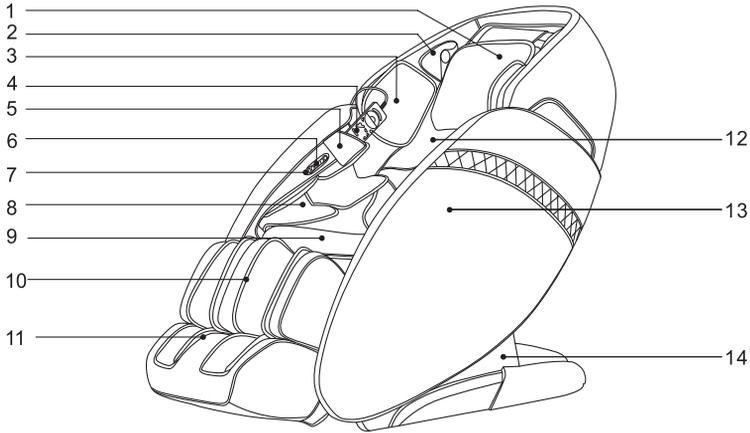


Warning

·When turning on the zero-gravity lying function, be sure to notice whether there are children or pets under the massage table under the bottom of the calf and the backrest to stay or play to avoid product damage and personal injury.



Name of components



19 20 21 22

1. Head cushion
2. 3D digital sound and Negative oxygen ion generator
3. Upper arm capsule assembly
4. Hand controller
5. Hand-controller storage bag
6. Quick armrest
7. USB charging interface
8. Arm bag assembly
9. Seat cushion
10. Leg rest
11. Footrest
12. Back cushion
13. Armrest
14. Side cover
15. Backrest cover
16. Drive box cover
17. Mobile pulley
18. Power cord and plug
19. Power cord plug
20. Fuse box
21. Power switch
22. Controller cable plug

Function

- This product is designed with a set of massage machines that can move up and down, four-wheel drive, and static design.
- Set five simulated massage techniques: Shiatsu, kneading, tapping, knocking, kneading and tapping synchronously.
- Set shoulder automatic detection and positioning.
- Set characteristic automatic massage function: soreness improvement, comfort, relaxation, quick press mode, upper half and lower half automatic mode.
- Set with memory storage functions M1 and M2.
- Set the upper half manual massage function to five massage position selections: full body, partial body, fixed point, upper body, lower body. There are five kinds of simulation massages: Shiatsu, kneading, tapping, knocking, kneading and tapping synchronously. The speed of each massage method can be adjusted in three levels as a whole. In the fixed point and partial body state, the mechanical hand can adjust the position of the upper and lower positions; in the slap, acupressure, and percussion massages, the width of the massage ball has big, medium, and small gear selections).
- Pressure massage function: full body pressure, arm pressure (4 sacs built in the upper arm, 8 sacs built in the arm) leg pressure (16 sacs built in leg), a certain mode of pressure , Three-level intensity.
- The bottom of the leg is equipped with a bottom roller massage function, two pairs of mastoid massage the toe roots; scrape massage the feet and heels.
- Front-end hyperthermia function: collect plasma carbon fiber as far-infrared heat source.
- The small leg frame has double-section non-level telescopic adjustment function to adapt to different people's tibias.

Resting and picking sliding rail technology under the backrest frame keeps the backrest away from the wall always with zero space, saving space to the greatest extent.

·The function of adjusting the lifting and lowering of the leg frame, the backrest frame and the automatic lying mode.

·The backrest rail adopts curved curve rail technology, which completely fits the curve of the back of the body, and you can enjoy a close massage from the head to the legs.

·The upper arm has a built-in 3D digital sound, which can be connected through the Bluetooth function of a smart device (such as a mobile phone or tablet) for music playback.

·The left and right upper arms are equipped with negative ion generators.

·On the right hand, there are shortcut keys such as on/off key, zero weight key, auto key, linkage key, etc.

·The upper right hand armrests USB charging function.

·The headrest cushion is designed with a foldable design for picking two tibia sections (folded back into two layers). The number of sidewall layers can be determined according to your own needs to reduce the degree of massage of the neck and shoulders; unfold the headrest to extend to the top. Suitable for different people so that the eaves can be chosen freely.

Method of usage

Note: The specific display is subject to the actual product!

LCD screen
All massage function diagrams are displayed.

Power switch
Turn on/off all massage functions.

Adjust leg
Adjust the leg to go up or down.

Foot roller massage

Air pressure
Turn on/off the pressure massage function

Manual massage

Adjust shoulder
Manually adjust the position of the shoulders and massage the acupressure points.

Auto lying
There are three automatic lying modes, which can be switched according to your needs.

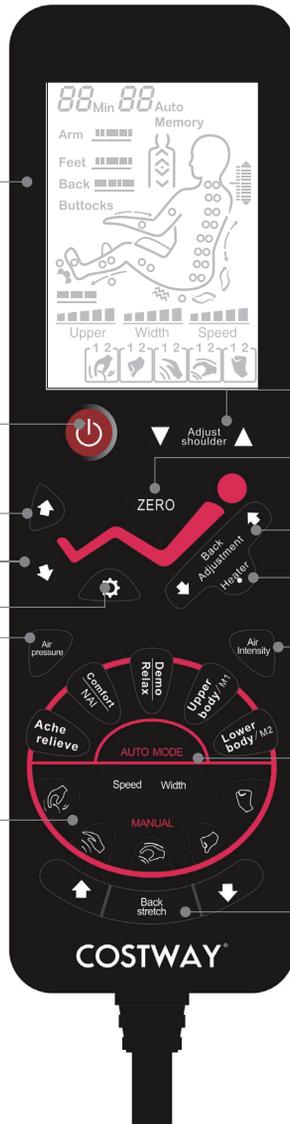
Backrest adjustment
Adjust the backrest frame to rise or fall.

Heater
Turn on/off the heating massage function.

Air intensity
Adjust the pressure intensity.

Auto massage

Back stretch



Method of usage

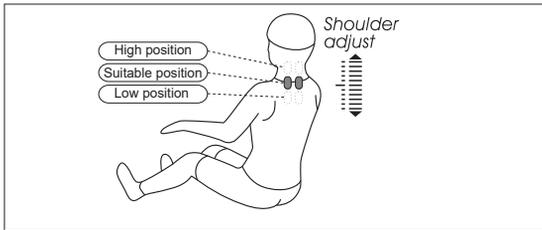
1. Power on the whole machine



2. Start massage

- 1). Press the power key to automatically lie down and start the massage.
- 2). Automatically carry out the detection of body shoulder position and massage points, and wait for the detection to be completed.
- 3). If there is a deviation between the detected shoulder position and the actual shoulder position, adjust the shoulder position up and down to the suitable position. There are a total of 10 shoulder positions. If there is no shoulder position adjustment within 10 seconds, the massage function will automatically start to work.

Key	Description	Display
	Adjust the position of the massage ball upwards to make it reach a suitable shoulder position.	
	Adjust the position of the massage ball downwards to make it reach a suitable shoulder position.	



4).Select the massage function to start the massage.

·Memory function massage:

Select the upper body/M1, lower body/M2 mode, press for 3 seconds, enter the previous function M1 or M2, then it will return to the massage setting state that was previously stored in memory for massage.

Function	Key	Display
Memory Massage		Memory 1
		Memory 2

Method of usage

Specially automatic massage

Display	Button	Massage features	Display
Specially automatic massage		Deep massage on the acupressure points can effectively relieve soreness.	Auto F1
		Loose body muscles.	Auto F2
		Promote fluid circulation. Quickly experience all massage effects (press for 3 seconds, switch to quick press).	Auto F3/Auto F0
		Upper body is the focus of massage.	Auto F4
		Lower body is the focus of massage.	Auto F5

Manual massage of the upper body

Function	Key	Adjustment of massage ball	Display
Massage techniques		Shiatsu: speed, width	
		Kneading: speed	
		Tapping: speed, width	
		Kneading and tapping: speed	
		Knocking: speed, width	
Speed	Speed	Three adjustable speed	 Speed
Width	Width	Three adjustable width	 Width
Back stretch		Fixed position massage.	 H0
		Small range partial massage back and forth.	 H1
	Back stretch	Full back-and-forth body massage.	 H2
		Upper body back-and-forth massage .	 H3
		Lower body back-and-forth massage.	 H4
		Massage position adjustment (The massage position can be adjusted at fixed or partial point).	Go up
	Go down		

Air pressure massage

Function Key	Description	Display
Air pressure 	Three mode selection (full body pressure, arm pressure, leg pressure).	Arm  Feet 
Air intensity 	Three adjustable intensity selections	Arm  Feet 

Other manual functions

Function Key	Description	Display
Foot roller massage 	Bottom foot roller massage switch and speed adjustment. Three speeds can be adjusted.	
Heater 	Far-infrared hyperthermia on the back, it will be warm after 3 minutes of opening.	
NAI 	Press for 3 seconds to turn on or off the negative oxygen ionization function.	

Other manual functions

Function Key	Description
Adjust leg	 Lower leg up: Press this key, the lower leg rises slowly, release it to stop.
	 Lower leg down: Press and hold this key, the lower leg will slowly goes down, release it to stop.
Adjust backrest	 Backrest up: Press this key, the backrest rises slowly, release it to stop.
	 Backrest down: Press and hold this key to slowly lower the backrest, release it to stop.
Auto lying 	Lying Mode: Each time you press the key, you can switch to an automatic Lying Mode. There are three modes in total, which can be switched cyclically.

Quick Armrest Key

Function Key		Description
Switch		Press and hold this key to turn on or off the massage function.
Up		Press and hold this button to slowly raise the backrest, and at the same time, the lower leg support slowly lowers, release it to stop.
Zero Gravity		Each time you press the key, one automatic lying mode is switched, and three automatic lying modes can be adjusted.
Down		Press and hold this button to slowly lower the backrest, and at the same time the lower leg support slowly rises, release it to stop.
Auto mode	AUTO	Each time you press it, the automatic massage function switches.
USB		USB charging port can charge smart devices (like a mobile phone).

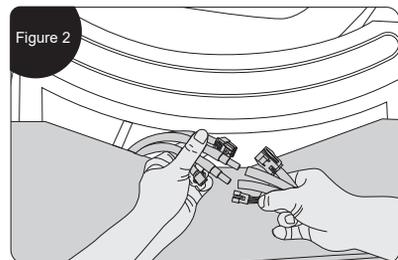
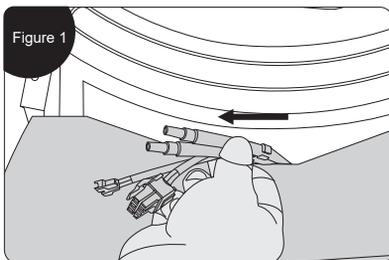
3. Turn off the power and end the massage

- 1). During the massage process, press the power switch button, immediately turn off all massage functions, the chair back and foot pads are reset, the same time can be stored by memory function. When the massage time is up, all massage functions will be turned off immediately, and the memory can be stored at the same time. The chair back and foot pads are not reset.
- 2).Memory function storage: the display screen Memory will flash and indicate, at this time, you can press the memory function key of M1 or M2 to store the massage selection statistics before the end of the massage.
- 3). Cut off the power supply of the whole machine. As the picture shows.



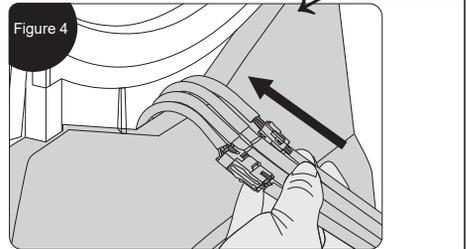
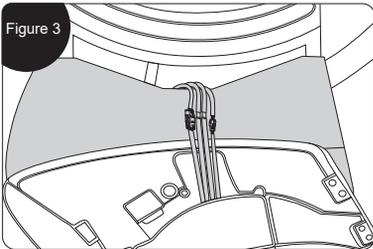
4. Armrest installation

- 1). Find the connecting plug corresponding to the armrest from the bottom of the seat frame, and pass it out from the middle of the rear end of the seat frame (Figure 1).
- 2). After passing the connecting plug from the middle of the back end of the seat frame, correspond to each pair of wiring plugs (connect according to the mark on the pair of wiring) (Figure 2).



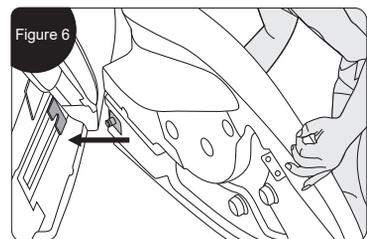
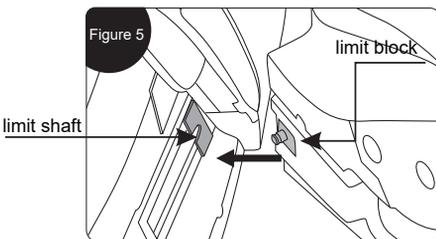
3). The joints drawn from the bottom of the seat frame are firmly inserted into the armrest joints, and the pipe joints are also inserted in place (Figure 3).

4). After connecting with the corresponding connecting wire, gently use your hand to follow the steel pipe in the middle of the steel frame of the seat frame and insert it into the bottom of the seat frame. Then pull the cloth cover well, and take care to prevent the tube from being broken (Figure 4).



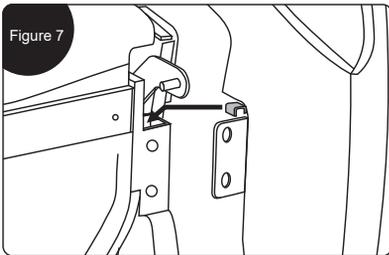
5). Hands hold the front and rear ends of the armrest, first put the rear end of the armrest close to the lower end of the capsule (Figure 5).

6). Then insert the limit shaft of the armrest into the limit block of the space capsule (Figure 6).



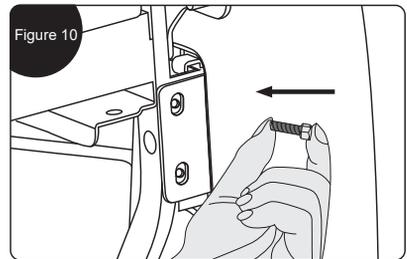
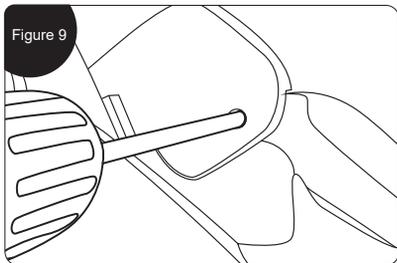
7). After inserting the rear end, move the front end of the armrest close to the steel frame and hook the front end of the armrest into the steel pipe of the seat frame (Figure 7).

8). After hanging up, press down on the armrest, press it in place, and then push up the front end of the armrest. Place the hook at the front end of the armrest close to the steel pipe, and then shake the armrest lightly to check whether the front and back ends of the armrest are in place (Figure 8).



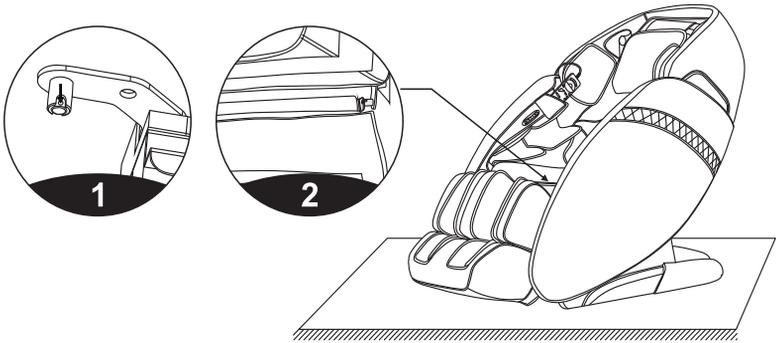
9). Unzip the upper arm sleeve, and then use the cross-head screw to fix cross-head screws through the hole of the space capsule. Tighten it with the armrest, and then zip the upper arm cover (Figure 9).

10). Align the mounting holes on the armrest, and then use the cross-head screws to tighten the cross-head screws and fix them on the armrest. Then the armrest is completed. The same installation procedure to the other armrest(Figure 10).

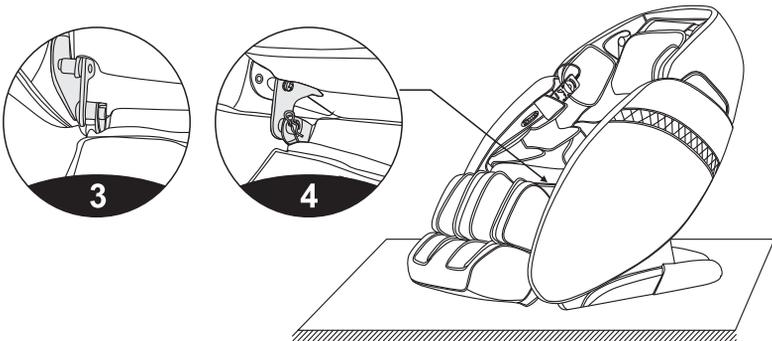


5.The Calf Installation

- 1). Put the rotating shaft on the fixed shaft of the calf first, and pay attention to the alignment of the hole position to facilitate the disassembly and assembly of the R-shaped pin (Figure 1).
- 2). Align one end of the lower leg with the fixed shaft and insert it (Figure 2).

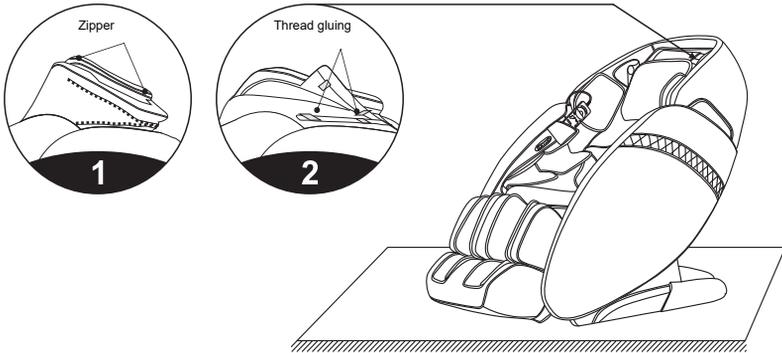


- 3). Insert the R-shaped pin, move the calf to the other side, and insert the R-shaped pin (Figure 3)
- 4). The installation of the calf is completed (Figure 4).



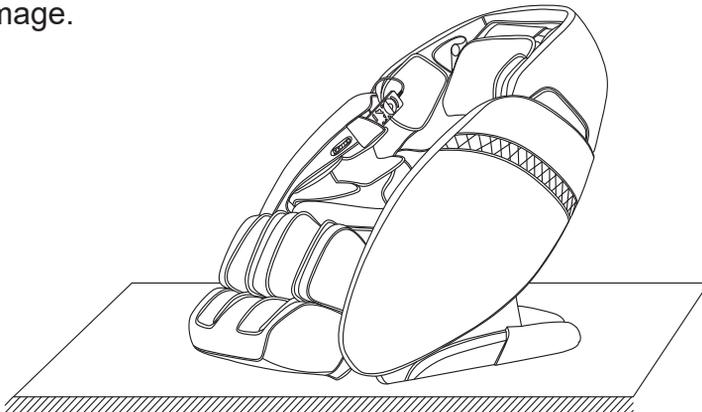
6. Head cushion and backrest pad's dismounting and use manual

·Using head cushions can reduce the kneading massage intensity on neck and shoulder, according to your needs to decide whether the head cushions is needed (recommend head cushions). Backrest cushion and backrest connected by zipper (1), head cushions and backrest pad connected by thread gluing (2).



7. Floor protection

·Put the heavy massage chairs on the wood floor may damage the floor, so please place a carpet or other object to avoid this damage.

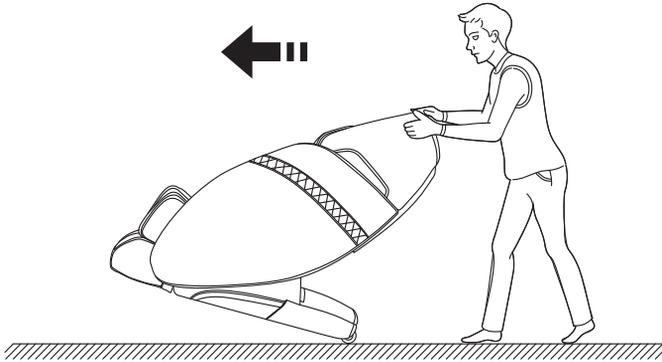


Caution: Do not move the chairs with its wheels on wood floor, rough ground or in a narrow space. Two people are required to lift the chair. During the lifting period, take the calf rest end sealing plate and backrest cover grooves as the force-bearing point (Please do not lift armrest directly.)

8.Method of movement

·Make sure that all wires are far above the ground, tilt the backrest backward to a certain degree (with the gravity center resting on the wheels), push the chair forward or backward with your hands and finally resume the chair to the normal position in a slow and gentle manner.

(Note: During movement you must turn off the power first and then unplug the power cord and the controller cord.)



Warning : Massage chair rear wheels are only suitable for short distance movement for long distances, please use other assistive tools to move the massage chair.

Product specification

Model: JL10009

Name: Massage Chair

Rated voltage: 110-120V~ 60Hz

Rated power input:150W

Rated time: 20Min

Safety structure: Class I

Material introduction: PVC, PA, steel parts and electric & electron parts

MATERIAL	PU	LEATHER	CLOTH	WOOD

Features, maintenance and cleaning of microfiber leather

The full name of microfiber is "ultra fine fiber reinforced PU", also called refinish, and it belongs to a newly developed high-grade leather. It has excellent wear resistance, excellent permeability, chemical resistance, with softness and comfort, and strong flexibility. Microfiber is the best hand-made material, the texture is similar to the real one, and the hand feels soft.

It is abrasion resistant, cold resistant, permeable, texture resistant. With soft texture and beautiful appearance, it has become an ideal choice.

■Maintenance method:

- 1). Must be kept in a place where air is circulated.
- 2). NOT to be exposed to violent sunlight.
- 3). If the surface of the equipment is wet, it is necessary to clean the surface with a cloth immediately, and place it in a cool, dry place.
- 4). Smudges or other traces on the surface are evenly wiped on the surface of the smudges with a cloth, but water leakage must be avoided.
- 5). Regularly use a small amount of care solution to wipe the surface to regain its luster.

■Cleaning method:

- 1). Clean with water and detergent, avoid gasoline scrubbing.
- 2). Cannot be washed.
- 3). It can only be washed in water, and the temperature of water washing cannot exceed 40 degrees/ 104 Fahrenheit degree.
- 4). Can not be exposed to sunlight.
- 5). Do not touch some organic solvents.
- 6). PU need to be stored in a bag, and cannot be folded.

Maintenance and cleaning of PU synthetic leather

PU synthetic leather is made of polyurethane. Compared with other materials, it has better acid and alkali resistance, heat resistance, and sunlight resistance features. While also Avoid placing it in dust, high temperature, high humidity, and low temperature. Strong light exposure and environment containing acid and alkali chemicals, which makes it easy to crack and accelerates the conversion and dissolution.

■Cleaning for PU synthetic leather:

- 1). Do not use organic reagents, grease solutions and compounds, especially strong solvents. Otherwise it is easy to corrode the PU surface;
- 2). Do not use clean water or washing powder to scrub the PU surface, as it is easy to produce cracks;
- 3). The pH value should be selected: the PH value = 5~7 range, no abrasives, and environmentally friendly cleaners to clean the PU surface;
- 4). For the dirty PU surface, wipe the dirt with a soft cloth, and avoid cleaning it with a brush.

■Maintenance for PU synthetic leather:

- 1). To ensure the indoor communication, too dry or damp will accelerate deterioration;
- 2). Do not place the leather in a place where the sun can reach it directly or where the air conditioner blows it directly, otherwise it will damage the floor. Direct sunlight will make the color fade;
- 3). High temperature and humidity will cause the chemical react with the leather, which is easy to produce peculiar smell. In this regard, wipe with a slightly damp soft cloth frequently;
- 4). When wiping the sofa, do not use alkaline cleaning fluid. Because it is acidic treatment during preparation, alkalinity will reduce the flexibility of the paper and cause damages and cracks during long-term use.

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We would like to extend our heartfelt thanks to
all of our customers for taking time to assemble
this product and giving us valuable feedbacks.







Costway Massage Chair Customer Warranty

Costway products include the following warranty:

This Costway massage chair has a three-year warranty for both parts and labor.

Costway customer service will not issue Return Material Authorizations (RMAs) for products due to buyer's remorse. RMAs will be issued only when product has quality problem. Costway products will be either repaired by the customer or by an in-home technician.

Service And Technical Support:

Customers can contact Costway's customer service department at 213-401-2666 at any time Monday through Friday or via email at topsupport@costway.com for warranty or service issues.

Customers are required to provide dated proof of purchase (sales receipt) when they contact Costway service department regarding a repair.



A Costway customer service representative will attend to most customer inquiries, however, in some cases, when necessary, a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Costway customer service will verify that the unit has failed and provide instructions for repairing a unit. All applicable repairs, parts, shipping, handling, local tax, and a "per incident" fee will be charged for non-warranty repairs.

You can visit www.costway.com and www.costway.ca for the latest terms and pricing depending on the type of issue or incident.

Proof of purchase (sales receipt) is required for all warranty repairs or service.

Extended Warranties:

Costway offers extended warranty programs to enhance ownership of Costway products.

Extended warranty provides: A maximum 2-year limited repair or



replacement massage chair warranty with on-site service in certain areas.

Please visit www.costway.com and www.costway.ca for the latest terms for extended warranties.

Product Repairs

Many Costway product repairs may be performed by the customer in their own home with parts and instructions supplied by Costway, such as remote controller replacements that don't require a technician.

Customers may contact Costway's customer service department at topsupport@costway.com for warranty or service issues.

Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase (sales receipt) is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" rate.

Warranty Coverage Period: Warranty coverage begins on the date of customer purchase. Proof of purchase (sales receipt) is required for all



warranty repairs. The warranty period is measured by continuous calendar days based on a seven-day week.

Field Service: The Costway customer service department will diagnose the problem and schedule an authorized service provider to repair a chair in the customer's residence. If the area is not covered by Costway official or authorized service provider, after the Costway service team diagnose the problem and provide approval, customers may find their own qualified technician. Customers will be reimbursement once an invoice and proof of the technician's qualifications are submitted to the Costway customer service department. The value of reimbursement should not exceed the cost of a Costway official or authorized service provider.

Parts: All parts deemed necessary for repairs will be shipped to the customer at no charge.

CUSTOMER WARRANTY LIMITATIONS AND EXCLUSIONS

Warranties are not valid in certain areas. Invalid areas in Canada: NT, NU, YT.



Postcodes start with A0K, A0P, A0R, A2V, G0G, G4T, J0M, R0B, T0P, T0V, V0T, V0L, V0V, V0W, X0A, X0B, X0C, X0G, X0E, X1A, Y0A, Y0B, Y1A.

Invalid areas in US: Alaska, Hawaii, Puerto Rico, and Guam.

The warranty only applies to Costway products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by qualified technicians. Costway official and authorized field service is only available in certain areas. Please visit www.costway.com and www.costway.ca for the latest information regarding authorized field service.

Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.

Fading, wear, and piling of fabrics occurs naturally and does not constitute a defect under this warranty.

Natural markings, grain, and dye variations in leather do not constitute a defect under this warranty.



Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped products, a malfunction of or damage to an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorms, hail, earthquakes, or exposure to other weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall Costway or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical harm, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied



warranty or merchant ability or fitness for particular use.

Costway's sole liability and the purchaser's exclusive right shall be for the repair, or at Costway's option, for the replacement of defective part.

Notwithstanding the above, if replacements parts for defective materials are not available, Costway reserves the right to make substitutions in lieu of repair or replacement.

All warranties begin on the date of purchase; no allowance or extension is offered for delivery and/or installation.

Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.

Extended Warranty

LIMITED REPAIR OR REPLACEMENT MASSAGE CHAIR WARRANTY WITH
ON-SITE SERVICE

If you have a warranty or product question, please contact Costway's support team at 213-401-2666 at any time Monday through Friday, or via email at topsupport@costway.com.



In the event you detect and report a defect in the workmanship or material of the Equipment, during the Service Period, then the Administrator shall provide the services hereinafter described.

Your purchase of the Extended Warranty shall constitute your acceptance to the terms of this Limited Warranty including the indemnification provisions.

1) DEFINITIONS - For the purpose of this Limited Warranty, the following terms shall have the following meanings:

- (1) "Equipment" shall mean a Costway product or system;
- (2) "Customer" shall mean only the residential end-user of the Equipment who is the original purchaser of the equipment from the Distributor, from an authorized reseller.
- (3) Usages of "you" or "your" refer to the Customer;
- (4) "Commencement Date" shall mean the date on which the Equipment is first purchased by a Customer from the Distributor or from an authorized reseller;
- (5) "Service Period" shall mean the period commencing on the Commencement Date;



(6) "Administrator" shall mean Costway. Usage of "we," "us," or "our" shall mean the Administrator. You may contact the Administrator if you have questions regarding this coverage. We can be reached by phone at 213-401-2666.

2) COVERAGE - During the Service Period, we will repair or replace, at our sole discretion, any defective Equipment. We will return the Equipment to a properly functioning state. To obtain such service, you must be able to provide us with the original, dated proof of purchase (sales receipt) for the Equipment. This Limited Warranty extends only to Customers. Only our representatives may perform repairs on the Equipment under this Limited Warranty. Replaced parts shall be covered under this Limited Warranty for the remainder of the Service Period or for thirty (30) days, whichever is longer. We will provide on-site service as necessary on regular workdays. Submission of the Extended Warranty Card form is not a condition precedent to obtaining service under this Limited Warranty. If a particular replacement part is not available from the manufacturer, we will make reasonable efforts to locate a compatible replacement part. If we are unable to locate a compatible part, we may replace your Equipment with a similar product. Under no circumstances



shall the retail replacement value exceed the original net price paid for the Equipment. In the event you choose not to accept a replacement for your Equipment, we shall no longer be responsible for making repairs under this Limited Warranty.

3) EXCLUSIONS - This Limited Warranty does not include service needed on Equipment as a result of any of the following:

- (1) Installation, set-up, moving, or relocation from the originally installed location;
- (2) Cosmetic changes, tears, or failure of fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damages and changes resulting from normal wear and tear;
- (3) Negligence, misuse, abuse, improper maintenance, electrical disturbances and power surges, acts of nature, or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers;
- (4) Failure by the Customer to use a high-quality surge protector during the entire Service Period; (5) Improper operating environments;



- (6) Any problem not involving a defect;
- (7) Damage or malfunction whatsoever caused by an animal or pet;
- (8) Damage or malfunction whatsoever caused by liquids of any kind;
- (9) Rental, business, commercial, institutional, or other non-residential use;
- (10) Unnecessary service requirement. If no problem is found upon diagnosis by us or any other third party, you may be charged our standard rate for shipping costs and parts;
- (11) Dropped products or components (including remote controls);
- (12) Use of any item with the Equipment that is not designated for use with the Equipment; and
- (13) Field service requires pre-approval and must be performed by Costway's authorized field service personnel. Field service is only available in certain areas. Please visit www.costway.com and www.costway.ca for the latest information regarding field service.

4) YOUR RESPONSIBILITIES - You shall:

- (1) Operate the Equipment in an environment meeting the



requirements delineated in the Equipment's owner manual and other provided instructions;

(2) Protect the supply of electricity to the Equipment through the use a high-quality surge protection device;

(3) Permit no work on the Equipment except by our authorized service providers;

(4) Have an adult representative present whenever we provide support services;

(5) Perform telephone or email diagnostic procedures as requested by us;

(6) Safeguard and return (at our expense) all replacement parts shipped to you. Either the part to be replaced or the replacement part or item shipped to you must be returned to the Distributor upon request.

5) EXCULPATION AND INDEMNIFICATION - Our maximum liability under this Limited Warranty is limited to the cost of repairing or replacing defective Equipment. We shall not be liable to you for incidental and



consequential damages. Under no circumstances shall you or anyone else ever be deemed to be a third-party beneficiary of the agreement. We shall not be liable for, and you hereby indemnify and hold us and every authorized service provider innocent from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to you, or to the employees or agents of you, or to any other third party, or to the property of any of the foregoing, which may arise as a result of any defect covered by this Limited Warranty or as a result of any service performed under this Limited Warranty.

Exclusions:

- Any malfunction that is caused by circumstance beyond Costway's control.
- Damage or malfunction resulting from misuse or abuse including, but not limited to, damage from liquids of any kind, transit, shipping, relocation damage, incorrect voltage, operation contrary to what is detailed in the Owner's Manual, modification or repair by the user, use by anyone (whether the product is open or stowed) over weight capacity, or any use by more than one person at a time, outdoor usage, and any flood, fire, or other Acts of God.
- Normal wear and tear and all cosmetic damage to fabric or other exterior parts of the chair.



- Under no circumstances whatsoever shall Costway be liable for special, incidental, or consequential damages.
- Rental, business, commercial, institutional, or other non-residential use